

Aging Issues

A PUBLICATION FOR NEW HAMPSHIRE'S OLDER CITIZENS

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Congratulations, Vaughan Award Winners!

At a ceremony held at the Governor and Council chambers on May 9, Governor John Lynch, NH Department of Health and Human Services Commissioner John Stephen and Susan Presby, Chair of the State Committee on Aging, presented the 2006 Vaughan Awards to 13 senior citizens.

The Vaughan Awards are given annually to an individual or couple from each county who are age 60 and older and have demonstrated outstanding leadership and volunteer service on behalf of older persons in the State. The awards were initiated in 1962 in memory of Joseph D. Vaughan, a New Hampshire legislator and an early advocate on behalf of the elderly. Vaughan was instrumental in creating a state agency dedicated to the well being of senior citizens. Nancy Moehl and Edward Vaughan, grandchildren of Joseph Vaughan, attended the May 9th ceremony, and family and friends of the award winners were also on hand to offer congratulations.

"Volunteering has always been a part of my life," said Susan Presby in her welcoming remarks. "It therefore gives me great personal satisfaction to be able to honor these individuals that give so much of their time to helping others."

The 2006 award winners are:

Belknap County Fred Smith (Laconia)

Carroll County Dr. Miles Waltz (North Conway)

Cheshire County Charlie Loos (Keene)

Coos County Dr. Elwin Falkenham and
Mary Jane Falkenham (Lancaster)

Grafton County Bill Morris (Piermont)

Hillsborough County .. Joe Amirault (Bedford)

Merrimack County Emily Gulick (Franklin)

Rockingham County Minabell Bowden (Seabrook)

Strafford County Claudine Wilkinson and David Wilkinson (Rochester)

Sullivan County June and Jack Liberman (Newport)

Governor Lynch praised the volunteers for their dedicated service. "Volunteerism is at the core of community life, neighbor helping neighbor," he said. "Thank you for all that you do."



Front row, left to right: Mary Jane Falkenham, June Liberman, Emily Gulick, Minabell Bowden; Middle row, left to right: Dr. Elwin Falkenham, Jack Liberman, Governor Lynch, SCOA Chairman Susan Presby; Bill Morris, Dr. Miles Waltz; Back row, left to right: Charlie Loos, David Wilkinson, Claudine Wilkinson, Fred Smith, DHHS Commissioner John Stephen. Not pictured: Joe Amirault

The contributions made by the Vaughan Award recipients cover a wide range, including, but not limited to: delivering meals to elderly and disabled individuals, providing transportation, helping people with limited incomes to access prescription drug programs, installing medical alert devices in peoples' homes, giving birthday parties for nursing home residents, and providing support and friendship to individuals who are lonely.

"These winners are the true champions of the seniors of New Hampshire," said Commissioner Stephen. "Their outstanding efforts, from delivering meals to the homebound, to friendly visiting and providing transportation, make a huge difference in the lives of New Hampshire's elders, allowing many of them to remain independent and in their homes and communities. I commend these wonderful heroes for their work, day in and day out, on behalf of our seniors."

ElderVet News Front New Apartment Complex Will Offer Hope to Veterans and Their Families

■ By Bob Montgomery and
Ken Brooks

Editor's Note: This is the first in what will be a series of columns on veterans' issues.

More than 500 guests and observers took part in celebrating the start of construction of a 20-unit transitional living facility in Nashua, designed for veterans and their families. Under the shelter of a large tent erected on the site of what will be the new building, the April 21 groundbreaking ceremony provided the kickoff for the project, and included speakers from all levels of government, religious leaders and representatives of the major local and national veterans' organizations.

To be known as Buckingham Place, the new three-story brick and stucco structure will be sited at 46 Spring Street, Nashua, next door to the Nashua Post Office. The complex will become one of the units of Harbor Homes, Inc., a community of facilities serving the homeless and people challenged by mental illness. This, the newest of their homes, will focus on the housing needs of veterans and their families.

The name Buckingham Place pays honor to Byron "Bucky" Buckingham, a much-decorated veteran of World War II, and a long-time resident of Nashua who devoted more than a half-century of his life to helping his fellow veterans. In addition to his military service, Buckingham served in high-ranking positions



The groundbreaking ceremony for Buckingham Place, held on April 21 in Nashua. In the foreground, from left to right: Representative Jeb Bradley and Senator John Sununu, Philip Mangano, Executive Director of the U.S. Interagency Council on Homelessness (speaking), Dr. Griffin Dalianis, civilian aide to the Secretary of the Army; and Nashua Mayor Bernard Streeter

in several veterans' organizations, statewide. In addition, he was a member of the 32nd Degree of the Masonic Order.

The April 21st groundbreaking ceremony featured Dr. Griffin Dalianis, civilian aide to the Secretary of the Army, as master of ceremonies. He hosted a panel of speakers representing local, state and federal governments, including Governor John Lynch, U.S. Senator John Sununu, Representatives Charles Bass and Jeb Bradley, and Philip Mangano, Executive Director of the U.S. Interagency Council on Homelessness.

In his remarks, Senator John Sununu called the new construction "a milestone in a major record of achievement in service to the men and women of the service." He pointed out that although Harbor Homes is a relatively new member of the support community, it has already become "a key component among the corps of providers who are developing the stepping stones that make the paths for returning veterans to follow, as they seek their renewed role in the life of the city and state they left behind when they went off to serve their country."

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Three More ServiceLink Resource Centers Now Open

If you're a senior searching for helpful resources, a caregiver needing support, or an adult with a disability wanting to make the most of your abilities, you'll be glad to know that ServiceLink Resource Centers continue to expand statewide. Three more Centers opened this spring in Merrimack, Cheshire and Hillsborough Counties.

ServiceLink is a network of community-based offices administered by NH Department of Health and Human Services, Bureau of Elderly and Adult Services, in partnership with community service agencies. ServiceLink helps seniors (age 60 and older), caregivers, and persons with chronic illnesses or disabilities to connect with the resources they need. ServiceLink has 13 locations throughout the State, as well as numerous satellite locations.

There is no charge for using ServiceLink.

Over the last eighteen months, the ServiceLink Network has been gradually expanding its services, and ServiceLink sites are becoming ServiceLink Resource Centers (SLRCs). In addition to Merrimack,

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COMMISSIONER'S CORNER



COMMISSIONER JOHN A. STEPHEN

One of the greatest challenges facing all of government this year has been the implementation of the new federal prescription drug benefit under Medicare. Called Part D, it is the biggest change in benefits to the Medicare program in almost 40 years. It has taken a considerable effort on the part of federal, state and local governments as well as private parties and non-profits to help put this plan in place.

While this program will ultimately help millions of people with Medicare across the country, including seniors, it has had some issues getting off the ground. The bad news is that it has meant disruption to some seniors in getting their medications and it has required a lot of work behind the scenes to keep the prescrip-

tions coming to those who need them. The good news is that most of the problems with putting the drug benefit in place have been resolved and that many seniors in New Hampshire and across the country have signed up for this program. In five years, we are all likely to have forgotten the stresses of implementation.

For the State Department of Health and Human Services (DHHS) this behind-the-scenes work has been significant. When the new Part D benefit kicked in on January 1st, we began to hear about problems quickly. Some were minor, such as individuals not bringing their proper paperwork, but others were major, such as computer system matters that needed to be resolved.

These issues were particularly pronounced for those people with both Medicare and Medicaid coverage. This group, called the "dual eligibles," had been randomly assigned by the federal government into a Part D plan, without determining which plan would best suit the needs of the particular individual. This caused a considerable amount of difficulty for those dual eligibles who went to the pharmacy to get their medications and had to leave without them. DHHS immediately began

working overtime with federal officials, Governor Lynch and the State legislature to develop a plan to protect those dual eligibles. Since then, the systems issues are nearly all resolved and now citizens across New Hampshire are getting their medications in an easy, quick fashion and saving money through Part D. We all pulled together to solve a problem and it is a testament to how well government can work in times of trouble.

Now we are seeing problems with a different group of people getting their medications. Some seniors, of modest means, but not the poorest, have relied on drug companies' pharmacy assistance programs to help them pay for the high costs of their medicine. These have been truly beneficial programs that have assisted many, but now some drug companies want to eliminate them.

These manufacturers have given the excuse that there might be possible legal problems with the federal government if they continue these valuable programs, despite assurances and legal opinions showing that they would not face liability if they continue these programs to help needy seniors. In fact, the federal government has gone out of its way to tell these companies that they can maintain these programs to assist the elderly.

I have personally written letters to the pharmaceutical manufacturers, as has the Governor, to keep these programs in place. These assistance plans have saved many seniors significant amounts of money over the years and will still be needed even with the Part D plan. Without these programs, many seniors will be back in the unfortunate position of having to choose between food and medicine—exactly what Congress was trying to eliminate with the passage of the Part D drug benefit legislation.

I think it is outrageous that these firms continue to suggest that there are legal reasons for them to do away with these assistance plans. Seniors are counting on these plans and it is disgraceful for pharmaceutical manufacturers to offer what is so clearly a lame excuse. If they are simply eliminating the programs to increase their profits, then they should say so, and be honest with everyone.

I truly hope these drug companies will reconsider their actions. A number of seniors across New Hampshire and the country rely on this assistance to pay for what can be huge prescription drug costs. The manufacturers truly need to take a step back and do what is right. They are part of our community and should remember the importance of being a good neighbor.

News From The Mews:

■ By Bob Montgomery

*An update from the Area Committees On Aging (ACOA's). Items may be emailed to HillsCty@aol.com. Please email by **August 1** for the Fall edition of Aging Issues.*

Most of the Area Committees report an early spring lull in their activities, while they get ready to send members to the NH Conference On Aging scheduled for Wednesday, May 24, at the Radisson Hotel in Manchester. However, we do have some interesting items to report (please see below). Regarding the conference, we'd also like to note that this event has grown in both size and stature in the industry, and those who attend give it glowing marks. ACOA members have contributed significantly to the conference by participating in the planning process and providing input on the workshop topics

The Monadnock Senior Advocates, with the Cheshire and western Hillsborough County Committees on Aging, will sponsor "A Standing Ovation", a day-long celebration of the older adult, which has been held annually for ten years. This event will be held at Cheshire Medical Center on **Saturday, June 24th from 8:30 am to 2:30 pm**. The keynote address will be given by Patrick and Helen Heneghan, and there will be individual session topics on: disaster planning; preventing identity theft; support for caregivers of people with Alzheimer's and memory related illness; travel, the Broadway musical, and cooking. Musical entertainment for "A Standing Ovation" will be provided by "A Joyful Blend". This event is free of charge for folks age 50 and older, and includes lunch. Space is limited and pre-registration is required. Forms may be obtained at HCS meal sites, Cheshire Medical Center, Cards of Joy, or the Keene Senior Center and by calling **603-352-6351**.

Meanwhile, **North Country Senior Action** is not letting up in its ongoing programs advocating for elders and supporting causes and works that will benefit them. North Country Senior Action will celebrate their 34th year at the day-long annual meeting scheduled for **Monday, September 18**, at the Town and Country Motor Inn, Gorham/Shelburne. Although the keynote and guest speakers have not yet been announced, planners of the event indicated that Executive Councilor Ray Burton will present the community awards at the grand buffet luncheon. Registration for the all-day affair starts at 8:30 a.m. Vendors and senior services providers may book exhibit space by contacting Dona Larsen at **1-800-548-1886** or you can email dlarsen@nhla.org. For attendees wanting to

arrive the evening before the annual meeting, special guest rates have been arranged at the hotel. Reservations may be made by calling **603-466-3315**.

Manchester's Area Committee On Aging (MRACOA) has found a major cause to add to its list of community support programs. Ken Brooks, a member of the State Committee on Aging (SCOA), and Chairman of SCOA's Veterans Subcommittee, has also helped to build a team of MRACOA members who have adopted Liberty House in Manchester, a shelter for homeless veterans. Although Liberty House has its own management team, the MRACOA has been able to step in when special services are needed on a one-time or short-term basis. If other ACOAs are interested in veteran support programs of this kind, Brooks is willing to provide guidance on how to get started. He can be reached at **603-647-4240**.

Bob Montgomery is a member of the State Committee on Aging and the Manchester Regional Committee on Aging. He also writes a biweekly column "View From The Hill", which is published by Neighborhood News Publications. He lives in Goffstown.



April 12: Members of the Quality of Life Council discuss plans for the Quality of Life Awards. The idea for the awards originated at a State Committee on Aging meeting attended by DHHS Commissioner John Stephen. The awards will be presented next spring to New Hampshire nursing homes whose programs have demonstrated outstanding efforts to enhance the quality of life for residents.

Nursing home administrators who are interested in applying for the awards will be able to do so later this year by completing a form that will be posted on the DHHS web site. In reviewing applications for the Quality of Life Awards, the Council will consider key

Seniors Encouraged to Contact Commodity Supplemental Food Program

The Department of Health and Human Services (DHHS) is encouraging low-income seniors 60 years of age and older to contact the Commodity Supplemental Food Program (CSFP) to apply for food assistance. Due to federal program reductions, DHHS had to stop enrolling new seniors in the program, but now that caseload reduction has been completed, seniors can again apply for CSFP food services.

"Obviously, we wish that we did not have to hold off on allowing seniors to get critical food assistance," said DHHS Commissioner John Stephen. "These nutrition programs play an important role in prevention for seniors. Now that the reductions have passed, we do have slots available for low-income seniors to sign up and I urge any senior who would like to apply for CSFP benefits to contact DHHS or their local CSFP agency to schedule an appointment."

CSFP is a US Department of Agriculture nutrition program for low-income seniors who are 60 years of age and older. CSFP provides monthly boxes of nutritious foods, including canned fruits and vegetables, cheese, pasta, cereal, juice, and other commodity foods. New income guidelines, effective April 1, 2006, are up to \$1062 monthly for a senior living alone and \$1430 monthly for a family of two persons. Seniors may also call the State CSFP program at **1-800-942-4321** for more information, including the contact information for their local CSFP agency.

quality of life indicators and how they will be evaluated for each facility. Some possible indicators to be considered are whether a facility's programs are resi-

dent-focused, foster community relationships, or encourage cultural diversity.

The programs identified during the awards presentation may eventually be compiled into a manual of best practices that would serve as a reference for nursing home administrators and staff.

The Quality of Life Council is co-chaired by Don Rabun, Long Term Care Ombudsman, and Jo Moncher, Chief of the DHHS Bureau of Community Relations, and includes representatives from the State Committee on Aging, the NH Healthcare Association, and other organizations; nursing home administrators, and DHHS staff.



Rep. James MacKay

Representative MacKay Honored

Representative James MacKay of Concord has received this year's Judith D. Griffin Award. The award, which is given annually by DHHS' Office of the Long-Term Care Ombudsman (OLTCO), recognizes an individual who has made an outstanding contribution to improving the quality of life, quality of care and the enhancement of rights for the residents of long-term care facilities across New Hampshire.

"There is no better example of an individual committed to improving the lives of

seniors and others receiving long-term care than Jim MacKay," said DHHS Commissioner John Stephen. "He has dedicated himself to every activity possible to enhance the lives of long-term care residents and he has done so without fanfare. His commitment to legislative initiatives has been remarkable. I am so thrilled that we are able to show Jim our appreciation for his outstanding work. He truly deserves praise and credit for all his work and this is a justly fitting tribute to his efforts."

Rep. MacKay serves as the Vice-Chairman of the House Health, Human Services and Elderly Affairs Committee. He also chairs the Commission on Financial Exploitation, as well as the Legislative Subcommittee of the Elder Abuse Advisory Council. MacKay has sponsored and advocated for numerous pieces of legislation that would improve the quality of life for seniors in long-term care facilities.

"Representative MacKay is a tireless advocate for seniors and long-term care residents," said Don Rabun, State Long-Term Care Ombudsman. "He utilizes his extensive knowledge of state government to refer these concerns to appropriate programs, services and government officials who can assist these constituents in resolving their concerns."

The award was presented to Rep. MacKay on April 12 in Concord at the Volunteer Appreciation Luncheon given by the Office of The Long-Term Care Ombudsman (OLTCO). Twenty-six volunteers were also honored, including Ann Kelley, who was recognized for 24 years of service.

The OLTCO receives, investigates and resolves complaints or problems concerning residents of nursing and assisted living facilities. Other responsibilities include providing education and consultation to facility staff and advocating for legislation, policies and regulations that will assist residents.

Certified Ombudsman Volunteers, who come from all walks of life, receive training and support the OLTCO by visiting nursing and other long-term care facilities on a regular basis, helping to identify and resolve problems that residents may have, and advocating for resident rights, quality of life and quality of care. The issues that volunteers encounter cover a wide range, from helping to resolve complaints about cold food to helping a resident who feels isolated to change room locations, to assisting a resident who has trouble communicating his or her needs to facility staff.

To learn more about becoming a Certified Ombudsman Volunteer, call the OLTCO at **603-271-4396**. Another training class will be held in July and again in the fall.

NEW APARTMENT *continued from page 1*

Servicemen representing the military forces as well as many members of veterans organizations statewide, also participated in the groundbreaking ceremony, and served as color guards in the forefront of the ceremony.

Following the hour-long program, participants in the program and members of the audience gathered at the Harbor Homes office on High Street for lunch and refreshments.

According to its backers, Buckingham Place will provide a long stream of homeless veterans, 20 at a time, and their families, with the opportunity to build a new life. One of the major problems facing some veterans who are returning to civilian life, is establishing a home base from which to seek new educational and career opportunities. This newest of the Harbor Home enterprises will provide that foundation. Veterans living at Buckingham Place can stay for up to two years before making the transition to permanent housing.

During their time at Buckingham Place, veterans will be required to work, continue their education or volunteer within the community, and are required to remain substance-free. Staff members are available to assist veterans in a therapeutic environment to ensure success in the veterans' lives.

Buckingham Place is one of the first in the nation to accept both homeless male and female veterans and veterans with families, all under one roof. It is a continuation of the transitional housing program established by Harbor Homes in 2004.

For more information about Buckingham Place and its programs, contact Program Manager Heather Tarr at **603- 594-8951**.

Bob Montgomery and Ken Brooks are members of the State Committee on Aging (SCOA). Ken Brooks chairs SCOA's Veterans Subcommittee.



Delegates from the 2005 White House Conference on Aging met with Governor Lynch on April 13 to discuss the outcomes of the White House Conference on Aging, and the opportunities this presents for New Hampshire citizens. The importance of valuing older adults, and recognizing their needs and contributions was emphasized, and will continue to be an important theme in future planning.

From left to right: Arlene Kershaw, Meghan Brady, Dr. Stephen Bartels, Rep. Mary Griffin, Governor Lynch, Todd Ringelstein, Paul Forte, and Dr. Stephen Gorin.

THREE MORE... *continued from page 1*



At a ribbon-cutting ceremony on April 8, celebrating the opening of the ServiceLink Resource Center of Merrimack County: From left to right: Rep. James McKay; George Lewis, Chairman of the Advisory Board of the ServiceLink Resource Center of Merrimack County; DHHS Commissioner John Stephen; and Executive Councilor Peter Spaulding

Cheshire and Hillsborough Counties, SLRCs in Carroll, Coos, Grafton, Rockingham and Sullivan Counties should be operating within the next several months. The SLRCs in Belknap and Strafford Counties opened their doors in December 2004.

The SLRCs do not duplicate existing programs, but rather build upon and integrate existing programs in a way that makes it easier for consumers. What kinds of services are provided? Here are a few examples:

- Information, referral and assistance via telephone, email and personal meetings;
- Face to face counseling for people considering nursing home admission, to help them understand all care options, including community-based services;

- Access to clinical level of care determinations required when determining eligibility for Medicaid coverage of in-home care or nursing home care;
- Comprehensive caregiver supports for those caring for family members in the community;
- Assistance in connecting with community-based services, including, but not limited to, prescription assistance, healthcare benefits, including Medicare and Medicaid, housing options, available transportation, home-delivered meals, disability services, volunteer opportunities, and more.

Each SLRC is staffed by a Manager, Long Term Support Counselor and Referral Specialist, and will also have a nurse available to work with staff on assessments required for nursing home admissions and the level of care determinations described above.

"I want to thank ServiceLink Managers and staff for their leadership and service as

we move forward," said Wendi Aultman, Manager of the ServiceLink Resource Center Program. She also noted that helping people understand the new Medicare Part D program has been a major part of ServiceLink staff responsibilities.

"ServiceLink staff have been working very hard to assist consumers with Medicare Part D Enrollment. Every site has been successful in reaching out to consumers who need assistance in finding the right plan, and BEAS is very proud of the hard work they are doing," said Aultman.

Jo Moncher, Chief of the DHHS Bureau of Community Relations, praised ServiceLink Resource Center Managers for the active role they have taken in leadership and community outreach. "Some of the lead-

ership positions they've taken on include chairing Area Committees on Aging or Elderwrap teams, or providing more public education through the media about area resources and services. All this makes a positive difference," said Moncher.

To connect with the ServiceLink site in your area, call (toll-free) **1-866-634-9412**. You can also visit the web site at **www.ServiceLink.org**

AGING ISSUES

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Wendell Roye: Finding Comfort and Support

■ By Owen Houghton

(Editor's Note: Dr. Owen Houghton writes a monthly column on aging wellness for the Keene Sentinel. He has written several columns with case studies on how Monadnock area seniors are living out the vision and values of GraniteCare and the State Plan on Aging, which emphasize independence, dignity, consumer-directed care and quality of life. Aging Issues assisted in his quest for an example of someone who chose a supportive residential setting for long-term care needs, and reprints this article with permission.)

Recently I received a call from the Bureau of Elderly and Adult Services asking if I would consider going to Keene to interview

a gentleman whom DHHS Commissioner John Stephen had met on a recent visit to Prospect Place. He was intrigued by his brief acquaintance with this remarkable black man, living among fourteen "older gals" at the assisted living facility. It turned out to be a great reunion and fulfilled the mission for my monthly column.

I became a friend of Wendell Roye when he joined the faculty of Franklin Pierce College in 1979 - my wife and I were included in his circle of friends invited each year to a celebration party he arranged on Martin Luther King Day. As Dean of Students, I often picked up unsolicited student evaluations of teachers, and Wendell was among those getting the highest marks. My daughter, now an attorney, counted him as a favorite in the management program.

Incidentally, in the "small world" department, Karen Crowe, Director of the Scott-Farrar retirement home in Peterborough, was a student of Professor Roye. She enthused to me recently that "When I was going to class in Keene for my business degree, I had the good fortune of having Professor Roye several times, and without a doubt, he was my favorite teacher!"

Karen had a bit of a reunion with him as he investigated his options for living circumstances in his later life. Wendell was always thoughtful and thorough in his planning, so I shouldn't have been surprised to hear that he had visited nine facilities in the Monadnock Region before making the decision to move to Keene. His personal spreadsheet of options and analysis of appropriateness of each facility to provide for his support, comfort and dignity would be an interesting consumer guide, but will remain a secret.

He is a very discreet and private person who reluctantly shared with me some background on his military memorabilia and allowed a picture. Just before it was time for a delicious home-cooked lunch served by admiring Prospect Place staff (Wendell is genuinely loved by all), he revealed some facts about his military experiences. Like several vets I have met, many years must pass before uttering difficult revelations of combat in one's teens. For him, it was fifty years because of "outrageous" circumstances in service with 2,221 other black soldiers.

While he is proud of his service to his country and the medals commemorating five campaigns including Normandy, he was part of a unit of black soldiers formed to test the theory that black men couldn't operate under battle conditions - when most survived, right through the Battle of the Bulge, it was a disappointment to some "higher-ups". As stated in an interview with Frank Barndollar of the Keene Sentinel July 28, 1995, "after the war, black soldiers seemed to disappear from the rolls of the Army. People seeking military records of these soldiers were told they didn't exist."

Fifty years after discharge, Wendell joined around 55 members of the original 2,222 black World War II G.I. comrades for a memorial service in Atlanta at Martin Luther King's former church. This group has subsequently held several reunions and their support seems to have softened his anger at the many injustices he experienced. He has gratefully accepted the benefits of the GI Bill in obtaining two degrees from Howard University and Columbia University, and speaks well of his health care at the Veteran's Hospital in White River Junction, Vermont.

Today he enjoys the admiration of a household of elders and staff who recognize the humble and understated genius in their midst. He has his dignity, independence, time to reflect on past accomplishments, and is able to maintain his contacts with academia. His favorite pastime is driving over to Franklin Pierce to watch basketball - he is a great fan who will scoff at the idea that he has even more fans than the team!

Wendell lives out the values of GraniteCare and the State Plan on Aging, having found comfortable, affordable accommodations as well as support and healthcare services. The opportunity to continue a lifestyle of independence and social involvement is truly an "elegant alternative" to the concerns and isolation of managing alone. I hope he will invite me back!

Owen R. Houghton, EdD, is a geriatric care consultant, a member of the Monadnock Senior Advocates, the State Committee on Aging (SCOA), and the NH Elder Abuse Advisory Council. He focuses on issues of aging well. Readers may e-mail at: nohoughton@verizon.net

With A Little Help And I Thought I Was The Only One!

■ By Dennis R. Hett

Many of us become caregivers at short notice. Your wife suffers a serious injury in a serious accident. Suddenly she needs help getting out of bed and going to the bathroom. Your father has a major stroke. He can't return to his apartment because he won't be able to manage on his own. You immediately become the caregiver.

Others of us gradually become caregivers over a longer period of time.

Mom becomes increasingly forgetful. You used to call her every Sunday afternoon- these days you check in twice a week. Your husband develops Parkinson's disease and becomes unable to drive on his own. You become his chauffeur.

Whether caregiving begins suddenly or gradually, meeting its challenges involves tasks we haven't thought about before. We may not know where to begin. We may or may not know how to go about finding help.

When we become caregivers, many of us begin to feel overwhelmed. We often believe it's up to us to meet the challenge independently, believing that we are the only ones who can or should care for our loved one.

When we begin to feel that we're the only ones who care, or who can care adequately, it's time to take stock. Consider the following questions:

- What skills will we need if we are to become effective caregivers?
- What equipment will we need if we are to do the job correctly and avoid serious injury to ourselves?
- Would our loved one receive better care if we were to hire someone else to perform these services?
- Would we do better if we occasionally brought someone else in to care for the loved one while we get some rest or attend to other tasks?



On April 27, Nutrition and Elder Services, Belknap-Merrimack Community Action Program (CAP), held a luncheon at the Marriott in Concord, to honor the 353 volunteers who assist at B-M CAP senior centers. These volunteers have provided 22,500 hours of service. Some of the volunteers are pictured here with Dr. Susan Lynch.

Ladies, left to right: With Dr. Susan Lynch: Emily Gulick, TRIP Center; Nancy Zink, Horseshoe Pond Place; Elaine Warren, Mt. View Senior Center; Pearl Cheney, Pittsfield Area Senior Center; Linda Beaulieu, Suncook Senior Center;

Gentlemen, left to right: Richard Mack, Belmont Senior Center; Fred Davidson, Laconia Senior Center; Dominic Giuliano, Alton Senior Center; Charles Chatterton, Meredith Senior Center.

Not in attendance: Hazel Brown and Ann Sharkey, New London Meals-on-Wheels Program.

- And what about the feelings that we're alone, that no one else knows the challenges we are facing and the loneliness we may be feeling?

You are not the only person who has ever become a caregiver. Others in your situation have come together in support groups to help each other face their tasks.

Members of support groups tell their stories to each other. As we listen, we gain knowledge and confidence. We address fears and learn new skills. Above all, we discover that caregiving also brings joy and satisfaction.

Whether we become caregivers suddenly, or realize one morning that we have been caring for a loved one for some time, we can find new strength to carry on when we reach out to other caregivers.

Hospitals, nursing homes, churches and other community groups sponsor caregiver support groups. You can find a caregiver support group easily- call ServiceLink toll free at **1-866-634-9412**. They will direct you to a group near you.

You are not the only person who has become a caregiver- you are not alone. Reach out to others in your situation.

Dennis Hett is the Director of Hillsborough County ServiceLink (Manchester). He also spent 25 years as a CEO of three organizations representing not-for-profit homes and services for the aging in Massachusetts, New Jersey and the northern New England states.

What Is Avian Flu?

From the NH Department of Health and Human Services, Public Health Notes for May-June 2006

Avian flu has been in the news a great deal lately. H5N1 avian influenza is one of many strains of bird flu. They all infect and sicken birds, which are natural hosts to the virus. The H5N1 strain first appeared in 1997 in Hong Kong. Since then, it has reached 49 countries and infected at least 205 people in nine of those countries, 113 of whom have died. This particular strain of avian flu is of greater concern because it has a high death rate among birds, has made the jump to humans, and is changing.

It is very important to remember, though, that it is not easily transmitted from person to person, like the regular seasonal flu virus. Virtually all of the people who contracted it so far had very close contact with sick birds. It is believed that the virus has spread from country to country by migratory birds, so there is speculation that it will eventually reach the United States this way.

For more information about avian flu, you can visit the web site at www.dhhs.nh.gov If you have questions or concerns, you can also call the NH Department of Health and Human Services, Communicable Disease Control Section, at **800-852-3345, Ext. 4496**.

Yes, There Is A Tomorrow!

There’s no business like show business, we know, but when a performance actually helps audience members maintain good health, that is something unique! That’s the goal of a new production called, “There is a Tomorrow”, which was launched in Portsmouth on April 6, and is touring statewide.

The show is collection of five brief plays that were written for, by and about older adults. Performed by the Senior Moments acting troupe and organized by the statewide Referral, Education, Assistance and Prevention Program (REAP)*, each play is designed to help senior citizens recognize the challenges of growing older, and help them find healthy ways to deal with the issues they face.

Funding to develop and produce the plays was provided by the NH Council on the Arts, the NH Charitable Foundation and the Endowment for Health.

Not matter how common they are, many of the life changes we encounter as we get older can be frustrating and leave us feeling alone,” said Lucille Karatzas, head of Elder Services at the Seacoast Mental Health Center**and statewide director of the REAP program. “Getting together and laughing at these problems can put them in perspective, however, and lets older adults know they are not alone. These plays are designed to start that conversation.”

In fact, to help with conversation, REAP counselors will be on hand at each performance to facilitate any group discussions sparked by the plays, or to help connect elders to resources where they can get more information.

The main concern for many New Hampshire elders is how to handle the challenges they will face, so they can maintain their quality of life in their later years. The plays from “There is a Tomorrow” show that they can better deal with those issues if they open up to their peers and families, and when necessary, to mental health care professionals. Communication, notes Karatzas, is the main message.

“Obviously, not all elders are alike, they deal with situations differently, just as they did when they were younger,” added Karatzas. “But the thing is that the plays will help older adults realize their concerns are not unique, and that by talking to each other about common problems, they can learn from each other how to cope.”

The play drew a positive response when it was previewed for sociology students at the University of New Hampshire. Several of them indicated that the play had helped them realize that depression was a serious problem among the elderly.

“It was great to hear about the elderly in a non-classroom setting.”
“I learned that depression is a serious problem among the elderly, and different ways to help the elderly who are depressed.”

“I forgot how much I missed my Nana...thanks so much for reminding me of the love I felt and still do.”

Some of the older adults who have already seen “There is a Tomorrow” said the plays hit home because they were taken from real-life experiences.

“It’s good to see the humor in everything,” said one individual.
Another said quite simply, “I’m not alone in my feelings.”

Performance Schedule

“There is a Tomorrow” has been performed in Portsmouth and Antrim, and other performances have been scheduled as follows:

- Derry – June 13, at 1:30 pm at the Marion Gerrish Community Center
 - Rochester – July 18, at 2 pm at the Frisbie Memorial Hospital Conference Center
 - Laconia – September 12, at 10am (location to be determined)
 - Claremont – September 22, at 1 pm at the Claremont Senior Center
 - Concord – October 25, at 1 pm (location to be determined)
- Performances will also be scheduled this fall in Nashua, Manchester, and Northern New Hampshire. For more information, call **431-6703**.

*About the Referral, Education and Assistance Program (REAP)

REAP is a community-based prevention program available to all older adults in New Hampshire, and is designed to help elders maintain a happy, healthy and independent lifestyle. The program offers confidential counseling and educational services to help elders better understand and deal with the life problems they encounter.

**About The Seacoast Mental Health Center

Founded in 1963, the Seacoast Mental Health Center (SMHC) provides a broad, comprehensive array of active and accessible mental health servicess to residents of the Seacoast area. SMHC is governed by a volunteer board of Directors whose members represent the communities served by the center. The goal is to offer high quality psychiatric, counseling and psychological services in a safe and confidential environment. For information, visit the web site at www.smhc.org



Left to right: Jean Wadman, Millie Guth, Barbara Randall, and Elaine Hussey, members of the Senior Moments acting troupe

Community Action Program Helps Seniors Find Jobs

■ By Christine Budreau

Cindy, age 55, had worked as a weaving inspector for 25 years when she was laid off. Then Cindy’s husband became ill and she stayed at home as a fulltime caregiver. As her husband’s health improved, Cindy stepped up her efforts to find employment because she still needed a job. However, she was unable to find work.

Cindy’s experience is not uncommon for people age 50 and older who need to change careers or who are reentering the workforce. Although this is often challenging, counseling and job training can assist with the transition. More employers are also recognizing the skills, maturity and experience that older workers have to offer.

Cindy wanted to gain new skills and remain active. One day, during a visit to the local hospital, she met Cecile, an Employment Specialist and participant in

the Senior Community Service Employment Program (SCSEP) at the Community Action Program (Cecile has now retired).

SCSEP is a federally funded program that provides training and employment opportunities to individuals age 55 years of age and older who are unemployed and have an income of not more than \$12,250 per year for a family of one. Seniors are placed in local, nonprofit or public organizations for on-the-job training. Working closely with the individual and the employer, SCSEP eases the transition into permanent employment.

As SCSEP participants, seniors work 20-25 hours per week at community service assignments and are paid minimum wage. Benefits include paid holidays and personal time, and an initial physical exam and vision care. The program income does not affect food stamps or subsidized housing.

Community Action’s SCSEP provides services to individuals from Belknap, Coos, Hillsborough, Merrimack, Rockingham and Strafford Counties.

In SCSEP community service assignments, participants learn or refresh their skills, gain valuable work experience, obtain referrals to other services, and learn job search skills. The goal for each SCSEP participant is to obtain future unsubsidized jobs. The training is to lead to permanent employment outside the program.

Cindy applied for SCSEP services at the Community Action Program and was found eligible. An Employment Specialist helped Cindy to assess her skills and set individualized goals. She obtained community service work experience at the Community Action Program SCSEP office and took a class in business essentials,

Staying Active as We Age

■ By Stacey Smith

Being physically active is one of the most important things you can do to maintain your physical health, mental health and quality of life as you get older. Walking, stretching and keeping your muscles in good condition will help you maintain your independence. Independent living depends on being able to do the things you want to do when you want to do them.

Inactivity Facts: Sixty percent of older adults are inactive. Sitting or lying for long periods of time is a serious health risk. Inactivity leads to declines in bone strength, muscle strength, heart and lung fitness, and flexibility. Inactivity is as harmful to your health as smoking.

Physical activity (or exercise) does not have to mean exhausting structured activity. Think about exercise as anything which helps move your muscles and gets your heart rate up.

Before beginning any type of new activity or exercise, be sure to first get approval from your healthcare provider. If you are not very active and you begin increasing your physical activity, you will start to see health benefits in 4 to 12 weeks. Start slowly and gradually build from there. Being active reduces the risk of heart disease, falls and injuries, excess weight, high blood pressure, type II diabetes, osteoporosis, stroke, depression and many other health conditions.

It is best to be active every day. Build physical activity into your daily routine. Engaging in 30 to 60 minutes of moderate activity at least several days of the week will improve your health and well being. Here are some ideas to get you moving:

- Take a 10-minute walk each day;
- Bike to the park;

- Park at the far end of parking lots;
- Take the stairs instead of the elevator;
- Lift weights to strengthen your arms – you don’t have to buy weights, you can use household objects such as canned veggies.
- Check out physical activity programs for older adults at a local community center, YMCA, senior center or fitness club.
- Join a mall-walking program; try gardening or dancing.
- During the fall and winter, rake leaves or shovel some light snow.

A form of yoga called ‘Chair Yoga,’ is catching on with seniors. This is a gentle way to perform yoga poses, typically done on the floor. Chair yoga is easier on less limber muscles and helps older adults ease into more strenuous poses. Chair yoga also helps gradually build muscles and joints until they are strong enough to practice on a mat. Many hospital- based senior wellness programs or other fitness centers now offer these classes for older adults.

You are never too old to get more active! Most people say they gain strength, endurance and flexibility by becoming more active – this includes individuals in their nineties! Almost immediately you will begin to feel better and notice that getting around is easier.

For more information about senior health, visit: **National Blue print – Increasing Physical Activity Among Adults Age 50 and Older:** [http://www.agingblueprint.org/Exercise for Older Adults](http://www.agingblueprint.org/Exercise%20for%20Older%20Adults) – **NIH Senior Health:** <http://nihseniorhealth.gov/exercise/toc.html>.

Stacey Smith is a Health Promotion Advisor for the NH Department of Health and Human Services, in the Nutrition and Health Promotion Section. She coordinates the Adult Physical Activity Program, which promotes healthy lifestyles for adults and seniors.

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Shown with Fixit Program director David Poisson (second from the left) are some longtime program volunteers: to Poisson’s right, Frank Martin; from Poisson’s left, Tom Cote, Bob Atherton, Bob DeAngelis and Ray Seymour. Kneeling in front: Dick Rayno

Calling The Fixit Program!

■ By Robert Bussey

What do most of us do when we have a broken window or a leaky faucet? Usually one of two things: we call someone who can handle the repairs or we go to the hardware store, buy the necessary supplies, and fix the problem ourselves.

However, for people who are elderly, in frail health, or living on fixed incomes, it’s a

different matter. For them, finding money for basic expenses such as food, rent and medicine is difficult enough without the added financial and emotional stress of home repairs.

Consider Rose*, whom I met last winter. Rose is seventysomething and lives in a trailer. When a pipe burst, she had no money to get it fixed, and so moved in with friends temporarily. She found out about The Fixit Program administered through Community Action and called us.

Within a few days, two volunteers from The Fixit Program had repaired the pipe, and Rose was back in her trailer. If the repairs had not been done, her home would no longer have been livable, and Rose would have had to move, perhaps to a nursing home.

The Fixit Program provides assistance with minor home repairs and maintenance to persons age 60 and older and adults with disabilities, thereby enabling them to live independently and safely. The Fixit Program is available in Merrimack, Belknap, Hillsborough and Strafford Counties. In 2005, the program served more than 500 clients having over 1900 requests.

Through The Fixit Program, labor is provided free of charge (the client donates according to his or her ability) by volunteers who help with plumbing, carpentry, electrical or other minor repairs. If needed, the client is charged for the actual cost of the materials. Persons who need help paying for materials may be eligible for assistance through USDA Rural Development, or the local Community Action program.

Although many people don’t think of home repairs as a health issue, it seems clear that keeping a person’s home safe and livable prevents unnecessary institutionalization and saves healthcare dollars. Many years ago, I was a firefighter/EMT in Massachusetts. During that time, I witnessed several elderly people who fell and sustained broken hips due to the lack of grab bars in the home, a simple means of preventing falls.

Last year, The Fixit Program here in New Hampshire installed grab bars for 20 older persons, not only helping to prevent serious injuries, but saving thousands of dollars in potential healthcare expenses.

We also installed 16 ramps last year, meaning that there are now 16 people who have the freedom to get in and out of the house when they want to. Using volunteer labor and a modular ramp design that has received national awards, The Fixit Program has the ability to deliver a ramp at significantly reduced prices.

COMMUNITY ACTION *continued from page 5*

which included keyboarding and computer skills. Then SCSEP helped Cindy find another part-time community service assignment at Dress for Success, a non-profit organization in Concord that helps economically disadvantaged women enter the workforce and stay employed.

At Dress for Success, Cindy works 20-25 hours per week, continues to receive computer training and is gaining experience in customer service and scheduling. So far, things are working out fine. “This is something I’ve been looking for. I’m my own person, and I’m appreciated by the staff.”

Cindy continues to pursue full-time employment, but says that her experience with the SCSEP has been beneficial. “It gives me satisfaction that I’m helping someone else, and it lifts my spirits.”

Stephen Fenstermaker, another SCSEP participant, was fifty-two in 1988 when the company he worked for closed down. “I found in my job search that I was either over-qualified or under-qualified, and could not find a job. I was and still am, an expert in structural and non-structural uses of soils.”

For the next few years, Fenstermaker worked at short-term jobs, and then, “My sister mentioned my plight to her co-workers at the nursing home where she was working at the time. One or two of her friends told her about the Senior Community Service Employment Program at the Community Action Program.”

Fenstermaker contacted the Community Action office in Dover. “I met with Cecile (a former Employment Specialist at the Community Action Program), and eventually went to work for Bambi Miller at Strafford County Conservation, Dover, NH. I shared my knowledge of concrete and soils with many contractors and developers that came in to look at soil maps, and with my help, I made it easier for them.”

Fenstermaker later found full-time employment in building maintenance at Rochester Child Care. He stayed for about a year and half, and then with Cecile’s help, found a position as an office assistant at the Strafford Regional Planning Commission, where he has been ever since.

“It’s a fine place to work,” says Fenstermaker. “I worked construction for 40 years in all kinds of weather. This job is indoors. They are good people to work for and with, and they are professionals.” Commenting further on the role of citizens in the workplace, he said, “If other senior citizens give an extra bit, the employer appreciates it. If you get a job, hang onto it. The best way is to give.”

On September 23, 2005, Fenstermaker was honored at the State SCSEP Mature Worker Recognition Ceremony, where he received an award from Governor Lynch for his outstanding work.

You can learn more about the Community Action Program’s SCSEP Program by calling **1-800-856-5525 (toll-free)**, visiting the web site at www.bm-cap.org or writing to SCSEP, Community Action Program, Belknap-Merrimack Counties Inc., P.O. Box 1016, Concord, NH 03302-1016.

Christine Budreau is the Program Manager for the Senior Community Service Employment Program at the Community Action Program, Belknap-Merrimack Counties, Inc.

The services provided by The Fixit Program, whether these involve raking a yard, plumbing repairs, or fixing a roof, contribute to our clients’ well being, peace of mind, safety and self-worth. Is what we do a healthcare issue? We think it is!

For more information about the The Fixit Program, or to volunteer, call **1-800-856-5525**.

**Name changed for purposes of confidentiality
Robert Bussey is the Assistant with The Fixit Program administered by the Belknap-Merrimack Community Action Program.*

Correction

To provide further clarification on the article, “Self-Directed Personal Care Services”, which appeared in the Winter 2006 edition of Aging Issues: The article discussed the services received by Ralph Kelley, a resident of Hudson (NH). Paragraph 9 of the article addressed the services received by Mr. Kelley after he was admitted to a nursing home (2002). The article did not mention that during this period, services were provided to Mr. Kelley through the Nursing Home Transition Project*. After 18 months in a nursing home, Mr. Kelley was assisted through the Project with home care planning that enabled him to return to safe and independent living. The services he received are funded through the Home and Community-Based Care for the Elderly and Chronically Ill (HCBC-ECI) Program. The HCBC-ECI Program is administered by the DHHS Bureau of Elderly and Adult Services. Since 2002, Life Coping, Inc., an independent, licensed case management agency providing services to the elderly and adults with disabilities, has assisted Mr. Kelley with coordinating services, including Personal Care Services provided through the Area Agency of Greater Nashua.

**The Nursing Home Transition Project was a pilot project administered by the NH Department of Health and Human Services, Bureau of Elderly and Adult Services, in partnership with The Institute of Health, Law and Ethics at Franklin Pierce Law Center, and a number of community service providers. The project, which was funded by a federal grant from the Centers for Medicare and Medicaid, enabled a number of people to make the transition from nursing homes to independent living.*

Calendar

State Committee on Aging Meetings

For information, call BEAS at **(1-800-351-1888, Ext. 4384)**.

Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

- Belknap** – Third Tuesday of each month at 1pm, at varying locations
- Carroll** – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH
- Cheshire (Monadnock Senior Advocates)** – Third Wednesday of each month at 9am, at varying locations. No meeting in June, but “Standing Ovation”, a celebration for seniors will be held on June 24th at Cheshire Medical Center. (See “News From the Mews” article on page 2)
- Coos** – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations.
- Grafton** – Meets every other month, on the second Monday at 9:30 am, at the Plymouth Regional Senior Center, Depot Square in Plymouth. Call the senior center at **603-536-1204** or email carolynw@nhsenior.com Next meeting: **June 12** at 9:30 am.
- Greater Manchester** – Third Thursday of each month, at 3:00 pm, at the William B. Cashin Senior Activity Center, 151 Douglas St., on Manchester’s West Side (Telephone: **603-624-6536**)
- Greater Nashua** – Last Wednesday of each month, at 1:30pm. For information on meeting locations, call **603-889-6155** or Michele Canto at 882-3000 ext. 66406.
- Merrimack** – Third Tuesday of each month, at 10:30 am, at varying locations
- Rockingham** – Third Tuesday of each month, at 10am, at the Rockingham County Complex in Brentwood. For more information, call **893-9769** or **334-6594**.
- Strafford** – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester. For more information, contact Becky Silvia at 332-7398.
- Sullivan (Senior Advocates of Sullivan County, covering Sullivan County and northwestern Merrimack County)** – Second Monday of each month, at 9:00 am at varying locations. Call **542-5177** for more information.
- North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties)** – Fourth Friday of each month, at 9:30 am, at varying locations. Annual meeting will be held on September 18th (See “News From the Mews” article on page 2).

NH ServiceLink Network

Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information, referral and assistance service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living. Call toll-free **1-866-634-9412** to connect with any ServiceLink site, or visit the website at **www.ServiceLink.org**

Site Location	Telephone*
ServiceLink Resource Center of Belknap County (Laconia)	528-6945
ServiceLink of Carroll County (Chocorua).....	323-9394
ServiceLink of Coos County (Berlin)	752-6407
ServiceLink of Grafton County	
Lebanon	448-1835
Littleton	444-4498
ServiceLink Resource Center of Hillsborough County	
Manchester	644-2240
Nashua	598-4709
ServiceLink Resource Center of Merrimack County (Concord)	228-6625
ServiceLink Resource Center of the Monadnock Region (Keene)	357-1922
ServiceLink of Rockingham County	
Portsmouth	334-6594
Salem	893-9769
ServiceLink Resource Center of Strafford County (Rochester)	332-7398
ServiceLink of Sullivan County (Claremont)	542-5177

* All area codes are 603

Bureau of Behavioral Health: Community Mental Health Centers

Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, call Todd Ringelstein, Administrator of Older Adult Mental Health Services at BBH, at **1-800-852-3345, Ext. 5094**. You can also call NH ServiceLink at **1-866-634-9412** to locate the CMHC in your area.

Location	Telephone*
Concord (Riverbend Community Mental Health)	228-1551
Conway, Littleton, Berlin and Colebrook areas (Northern Human Services)	447-3347
Dover (Community Partners of Strafford County)	749-4015
Keene (Monadnock Family Services)	357-6878
Laconia (GENESIS Behavioral Health)	524-1100
Lebanon/Claremont (West Central Behavioral Health Inc.)	448-0126
Manchester (Mental Health Center of Greater Manchester)	668-4111
Nashua (Community Council of Nashua NH Inc)	889-6147
Portsmouth (Seacoast Mental Health Center)	431-6703
Salem/Derry (Center for Life Management)	893-3548

** All area codes are 603*

Bureau of Developmental Services: Area Agencies		
The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 10 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau’s main office at 1-800-852-3345, Ext. 5034 or visit the website at www.dhhs.state.nh.us/DHHS/BDS		
Region	Location	Telephone*
I	Northern Human Services (Conway)	447-3347
II	Developmental Services of Sullivan County (Claremont)	542-8706
III	Lakes Region Community Services Council (Laconia)	524-8811 or 800-649-8817
IV	Community Bridges, Inc. (Concord)	225-4153 or 800-499-4153
V	Monadnock Developmental Services, Inc. (Keene)	352-1304 or 800-469-6082
VI	Area Agency of Greater Nashua, Inc.	882-6333
VII	Moore Center Services, Inc. (Manchester)	668-5423
VIII	Community Developmental Services Agency, Inc. (Portsmouth)	436-6111
IX	Behavioral Health & Developmental Services of Strafford County, Inc. (Dover)	749-4015
X	Community Support Services Inc. (Salem)	893-1299
* All area codes are 603		

Adult Day Programs In New Hampshire

Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (**Telephone: 1-800-852-3345, Ext. 4592**) or visit the website at: **www.dhhs.state.nh.us/DHHS/BHFA**

Location	Telephone*
Bedford (Elliot Adult Day Program at the Arb)	624-9588
Berlin (Alzheimer's Respite Community Center)	752-3336
Brentwood (Rockingham County Nursing Home)	679-5335
Concord (TLC Medical Day Care For Adults)	224-8171
Derry (Vintage Grace)	425-6339
Hampton (Seaside Elderly Day Out Center)	929-5988
Hudson (Adult Day Service Program)	883-0994
Keene (Castle Center for Adult Group Day Care)	352-2253
Laconia (Easter Seals Adult Day Services)	524-0272
Lebanon (Upper Valley Senior Center: Good Company D)	448-4213
Londonderry (Here on Earth, LLC)	425-6365
Manchester (Easter Seal Society of NH)	623-8863
Nashua (St. Joseph Adult Day Health Center)	598-2470
Newport (Connecticut Valley Home Care Day Out)	542-7771
No. Conway (Merriman House)	356-5461
North Haverhill (Horse Meadow Senior Center)	787-2539
Peterborough (Monadnock Adult Care Center,)	924-8620
Plymouth (Regional Senior Center Adult Day Care)	448-4897
Portsmouth (Compass Care)	430-8615
Rochester (Homemakers of Strafford County)	335-1770
Salem (Silverthorne Adult Day Care Center)	893-4799
Seabrook (Cousins Adult Day Care)	474-6099
Temple (Maple Hill Community)	878-0717
Wolfeboro (Huggins Hospital-Adult Day Care)	569-7500
Wolfeboro (The Stevens Center)	569-3350

** All area codes are 603.*

Senior Centers

Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs, and opportunities to socialize and make new friends. To find out more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603). You can also call NH ServiceLink at **866-634-9412**.

Cities/Towns	Telephone #	Cities/Towns	Telephone #
Alton*	875-7102	Manchester (Prime Time)	663-6333
Atkinson*	362-5531	Meredith*	279-5631
Belmont*	267-9867	Merrimack	424-2100
Berlin*	752-2545	Milton	652-9893
Berlin (Holiday Center)	752-1413	Moultonboro	476-5110
Bradford*	938-2104	Nashua (Senior Activity)*	889-6155
Bristol*	744-8395	New Boston	487-2884
Canaan (Mascoma Area)*	523-4333	New London	
Center Ossipee*	539-6851	(Kearsarge Council)*	526-6862
Charlestown	826-5987	Newmarket	659-8581
Claremont	543-5998	Newport	863-3177
Colebrook		North Conway (Gibson)*	356-3231
(Colby Commons)*	237-4957	North Haverhill	
Concord (Centennial)*	228-6630	(Horsemeadow)*	787-2539
Concord (Horseshoe Pond)* ..	228-6956	Orford*	353-9107
Danbury	768-3424	Pelham*	635-3800
Derry (Marion-Gerrish)	434-5148	Penacook	753-9700
Dover	742-6916	Pittsfield*	435-8482
Exeter	778-8196	Plaistow (Vic Geary)*	382-5995
Franklin (T.R.I.P.)*	934-4151	Plymouth*	536-1204
Hanover	643-5531	Portsmouth*	431-8677
Henniker (White Birch)	428-7860	Raymond (Ray-Fre)	895-3258
Hudson	594-1155	Rochester*	332-7845
Keene*	352-5037	Salem*	890-2190
Laconia*	524-7689	Seabrook	474-2139
Lebanon (Upper Valley)*	448-4213	Somersworth	692-5169
Lincoln (Linwood)*	745-4705	Suncook*	485-4254
Littleton*	444-6050	Whitefield*	837-2424
Londonderry*	432-7509	Windham	434-2411
Manchester (William B. Cashin Senior Ctr)*	624-6535 or 624-6536	* Senior centers marked with an asterisk are members of the NH Association of Senior Centers.	

Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Administrator:** Douglas P. McNutt
- Central Office:** 129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857
- Toll Free Phone:** 800-351-1888
- TDDY:** 800-735-2964
- Web Site:** www.dhhs.state.nh.us/DHHS/BEAS
- District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

Information on BEAS Services and Programs:
Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.

NH ServiceLink Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.

Senior Prescription Drug Discount Program
(For persons age 65 and older): Call 888-580-8902.

Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
Berlin	800-972-6111	Littleton	800-552-8959
	603-752-7800		603-444-6786
Claremont	800-982-1001	Manchester	800-852-7493
	603-542-9544		603-668-2330
Concord	800-322-9191	Nashua	800-852-0632
	603-271-3610		603-883-7726
Conway	800-552-4628	Portsmouth	800-821-0326
	603-447-3841		603-433-8318
Keene	800-624-9700	Rochester	800-862-5300
	603-357-3510		603-332-9120
Laconia	800-322-2121	Salem	800-852-7492
	603-524-4485		603-893-9763

Consumer Protection for Public Utilities	800-852-3793
Consumer Protection for Insurance	800-352-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	603-271-8317
Governor’s Citizens Service	800-852-3456
HICEAS	800-852-3388
<i>(Health Insurance Counseling, Education Assistance)</i>	
Legal Services Advice Line	888-353-9944 or TTY: 800-634-8989
<i>(for Manchester residents only)</i>	603-624-6000
Medicaid Information	800-852-3345
Medicare Claims Information	800-447-1142
Medicare Quality of Care	800-772-0151
New Hampshire Help Line	800-852-3388
NH Hospital Association (Living Will Information)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Senior Companion Program	800-856-5525
Social Security Administration	800-772-1213
Veterans Council	800-622-9230 or 603-624-9230

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. **Call 1-800-351-1888, Ext. 4384** for more information.

Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page six of *Aging Issues*.

BELKNAP COUNTY Mary Frost Gilford 524-2974	Michelle Canto, Co-Chair Nashua 882-3000
CARROLL COUNTY Mary Ellen LaRoche, Acting Chair Chocorua 323-9394	MERRIMACK COUNTY Jacquelyne Jennings, Co-Chair Bow 224-1710
CHESHIRE COUNTY Mary Jane Bonafair Keene 352-6351	John Hoar, Co-Chair Barnstead 776-1055
COOS COUNTY Suzanne Kearns, Acting Chair Berlin 752-3010	ROCKINGHAM COUNTY Becky May, Co-Chair Portsmouth 334-6594
GRAFTON COUNTY Wes Gardner Plymouth 536-1144	Connie Young, Co-Chair Salem 893-9769
HILLSBOROUGH COUNTY (Greater Manchester) Beverly Arel, Co-Chair Bedford 472-8341	STRAFFORD COUNTY Becky Silvia, Co-Chair Rochester 332-7398
Philip Valley, Co-Chair Manchester 206-2741	SULLIVAN COUNTY Gail Merrill, Co-Chair Claremont 542-5177
HILLSBOROUGH COUNTY (Greater Nashua) Kay Noel, Co-Chair Nashua 882-5502	Carla Skinder, Co-Chair Newport 543-6895
	NO. COUNTRY SR. ACTION Dona Larsen Berlin 752-1100

Kenneth Brooks 49 Technology Drive, Apt. 57 Bedford 03110 647-4240	Dr. Mendon MacDonald 3 Greystone Place Laconia 03246 524-2515
Violet Constant 28 Portsmouth Street Concord 03301 225-5443	Hon. André Martel 237 Riverdale Avenue Manchester 03103-7301 622-8411
Darwin Farber 12 Meadowood Drive Exeter 03833 772-4341	Margaret “Marge” McClellan 112 Jolbert Street Berlin 03570 752-1705
Robert Forsing 12 Green Road Raymond 03077 895-9451	Robert Montgomery 24 Mountain Road, 3C Goffstown 03045 497-3992
Timothy Gormley 3 Tonga Drive Bow 03304 228-4704	Judith Pilliod 504 Province Road Belmont 03220 524-3047
Dr. Owen Houghton 262 Nutting Road Jaffrey 03452 532-6970	Susan Presby, Esq. (Chairman) 83 Elm Street Littleton 03561 444-0335
Hon. Phyllis Katsakiores 1 Bradford Street Derry 03038-4258 434-9587	Dorothy Solomon Box 993 Albany 03818 447-1199
Sean Lyon P.O. Box 76 Grantham 03753 863-1798	Donna Woodfin 16 North Spring Street Concord 03301 225-3922